

Adding Users, Caregivers and Known Callers

help.grandcare.com → help for caregivers → adding users, caregivers and known callers



Users and Phone People

Before people can start to use the Resident's system, to add pictures or messages, have Video Chats, or to see activity and receive alerts, they need to be set up.

- In order to log in to the Online Care Portal, and to use the remote Caregiver features of the Resident's system, a person must have a User Account. The system installer should have set up at least one user for the system, and assigned that person to be the Account Admin. This User has sufficient security permissions to add additional Users. (See instructions for adding new users.)
- In order to Video Chat with the Resident, and to appear in the Known Callers List for the Caller ID feature, a person must be set up as a Phone Person. (See instructions for adding Phone People.)

Caregivers

Users and Caregivers are often one and the same. The primary purpose of Caregivers is to receive alerts from the system, for example a phone call if the door opens in the middle of the night, or a text if medications haven't been accessed at the proper time. People also need to be set up as Caregivers if they are going to send Messages or Letters on the system. When a User is created, that person is automatically set up as a Caregiver at the same time. Occasionally a person will receive rule alerts, but *not* be permitted to log in to the Care Portal. In that rare case, a person is only set up as a Caregiver. (See the instructions for adding Caregivers.)

GC-01-OUM-0015 Rev D (copy)